

SPSO NEWS

October 2018

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We are moving!

From the winter of 2018 SPSO's new home will be Bridgeside House, 99 McDonald Road, Edinburgh, EH7 4NS. Visitors are still welcome, and our Freepost address won't change. [You can find our new address on Google Maps.](#)

We will be in touch with stakeholders, including organisations under our jurisdiction, in due course to discuss signposting to us. If you have any questions about this, please contact communications@spsso.org.uk.



British Sign Language Plan

This week we published our first British Sign Language (BSL) Plan. The Plan sets out the actions which the SPSO will take over the period 2018-2023 to improve access to information and services for BSL users enabling them to engage with us and access information in the way that they choose. Our plan is available in both BSL and English [on our website](#).

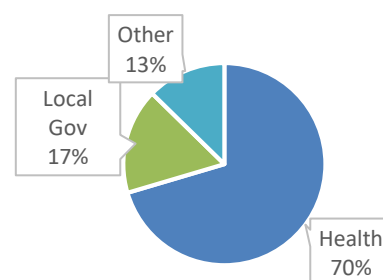
Work With Us

We are recruiting for a Team Assistant in our Improvement, Standards and Engagement team. If you are interested in joining an organisation that enjoys challenge and strives for continuous improvement, please see [our website](#).

Casework Decisions

This month we:

- are publishing 71 decision reports available [here](#)
 - 50 about the health sector
 - 12 about local government
 - 9 about a range of other organisations and subjects
- upheld 41 complaints in full or part
- are publishing three full investigation reports:
 - [201704484](#), Aberdeen City Council – the council failed to provide respite care to a child with complex medical needs over a number of years.
 - [201800708](#), A Medical Practice in the Fife NHS Board area – a GP practice unreasonably delayed in referring a man for specialist opinion. The man was later diagnosed with lung cancer.
 - [201609022](#), Tayside NHS Board – the Board failed to appropriately assess and treat a man who had diabetes. He died unexpectedly aged 38 and we found that the Board failed to take account of how his learning disability affected his ability to manage his diabetes care.
- made 121 recommendations for learning and improvement



Independent National Whistleblowing Officer (INWO)

update

The next step in our preparation for taking on our new duties is to consult on the draft National Whistleblowing Standards. Consultation will run in parallel with the Scottish Government's consultation on the draft legislation. We will post all relevant information on the SPSO website, and welcome responses from anyone with an interest in this area.

You can find further details on our recent INWO work on [our website](#).

Complaints Standards Authority (CSA) news

As part of our planned review of the model CHPs, we will be surveying public bodies and other stakeholders later this year. We want to understand how well the model procedures work in practice and what updating or development is needed to ensure they drive and enable good practice, consistency of approach, learning and good outcomes for complainers.

We met with a number of stakeholders throughout the month. You will find further information on the CSA's work on [our website](#).

Scottish Welfare Fund (SWF) updates

SWF Communications and engagement

In September we hosted a visit from SWF staff from a large local authority. Their day was spent shadowing case reviewers; reviewing common reasons for us disagreeing with their decisions; and discussing a pilot that will involve sharing more detailed information about our findings with a view to learning and improvement.

We are also developing materials for the upcoming workshops for SWF decision-makers. These are scheduled to take place on the following dates:

- 29 November 2018 – Atlantic Quay, Glasgow
- 3 December 2018 – St Andrews House, Edinburgh
- 10 December 2018 – Marischal College, Aberdeen.

SWF Statistics and reporting

During September 2018, the SWF team:

- responded to 52 enquiries
- made 47 decisions (15 community care grants and 32 crisis grants)
- signposted 60 people to other sources of assistance, which in most cases was their local council.

SWF Casework outcomes

One of the most common reasons for us disagreeing with the council's decision last month was that we considered the council had incorrectly interpreted the available information. [For related case studies, please see our SWF website.](#)

For further information contact:

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